

PARLIAMENTARY JOINT COMMITTEE ON CORPORATIONS AND FINANCIAL SERVICES

MOBILE PAYMENT AND DIGITAL WALLET FINANCIAL SERVICES

Commonwealth Bank of Australia

Mr HILL: I will leave it there but if you could take on notice to provide any additional information. You made an interesting comment earlier regarding the fact that you don't see any difference in fraud statistics between Google Pay and Apple Pay. We could seek that information from other banks and providers because it is a really interesting insight to help evaluate their claims that somehow this is all necessary for security—as you say, 'dressed up in'.

Answer: CBA has not identified any material difference in the fraud experience between the closed operating environment of Apple devices and the open access operating system of Android devices.

This is based on CBA's internal fraud data, which shows fraud volumes are <0.01 per cent of total spend by CBA customers across all third party digital wallets enabled by the bank. That is, the occurrence of fraud is extremely low, there is no material difference between the Apple Pay digital wallet hosted on Apple's operating system when compared to Google Pay and Samsung Pay hosted on the Android operating system.

Irrespective of mobile operating system, all digital wallet providers must abide by minimum security standards developed by international card schemes (such as Mastercard and Visa) in order to become a certified digital wallet provider for card issuers globally. Technologies that minimise fraud, such as biometric authentication and tokenisation, are used consistently across both Android and Apple operating systems.